



Arizona @ Your Service

Arizona Registrar of Contractors (ROC): Common Licensing System

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Improving license renewal process and management

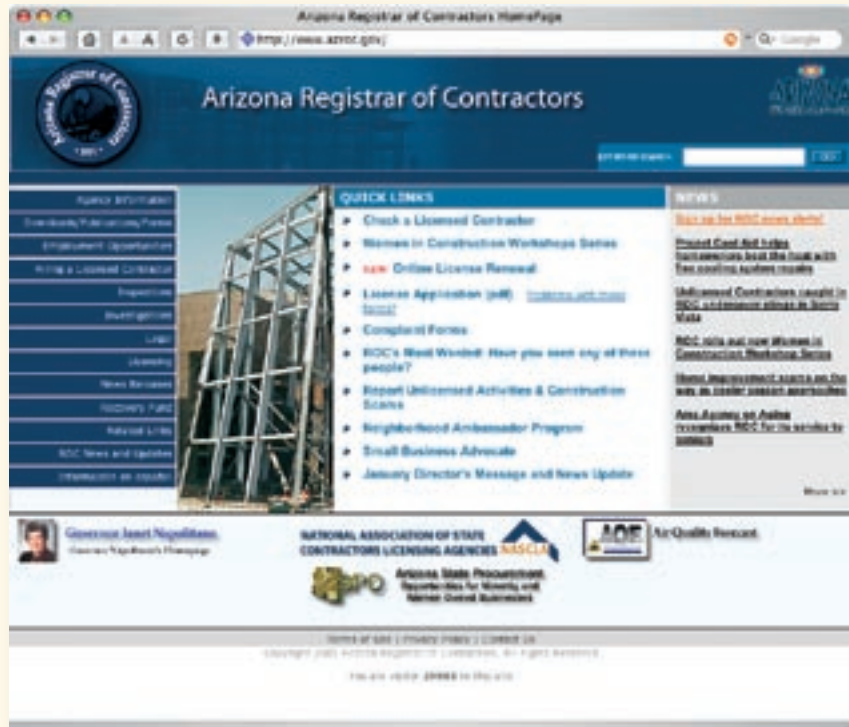
Demanding requirements and a heavy workload

The Arizona Registrar of Contractors has responsibility for management of some 12,000 contractor licenses statewide plus roughly 4,000 new applications each year. In the process, ROC must ensure that state requirements are met and contractors deliver the level of quality Arizonans demand and deserve, while complying with other regulations designed to protect the state's precious

environment. The workload is heavy and the stakes are high in this challenging task.

Finding a path to improved process

To improve the management process, ROC turned to GITA and the Arizona Portal team to develop a way of taking the process on-line. After thorough assessment, the development effort focused on ease and simplicity for ROC contractor clients and on cost and time savings for the agency itself.



The results

The solution the team crafted is providing contractors with the ability to simply go on-line to renew licenses; change company name; change entity information; change principal information; report on workman's compensation compliance; and pay by credit card.

For the Registrar's office itself, the solution is eliminating manual data-entry work and providing automated reporting.

Some additional details

For both agency and contractor clients, there are substantial added benefits. Contractors now can use the solution to save time, maintain an easy audit

trail through use of credit cards, avoid unnecessary trips to the ROC and stay in compliance with state regulations without taking valuable time away from job sites and clients. The ROC also is saving time. But more important, it's providing better customer service and managing its own human and other resources better.

What the Customer Said

"Licensing Arizona contractors is one of the most fundamental and important functions of the ROC. Working together with industry, we want to provide services that are convenient and easy to use. The ROC is proud to [have introduced] on-line license renewal to streamline the process for contractors so they can keep their licenses up to date, hassle-free, and focus on running their businesses."

Israel G. Torres, Director, ROC

We're glad we could help, working hand in hand with:

- Arizona Department of Transportation
Motor Vehicle Division
- Arizona Government Information
Technology Agency
- Administrative Office of the Courts
- Arizona Department of Economic Security
- Arizona Department of Environmental Quality
- Arizona Government University
- Governor's Office of Highway Safety
- Arizona Department of Insurance
- Arizona State Board of Naturopaths
- Arizona State Board of Pharmacy
- Arizona State Board of Physical Therapy
- Arizona Department of Public Safety
- Arizona Department of Real Estate
- Arizona Registrar of Contractors
- Arizona Schools for the Deaf and Blind
- Arizona Board of Technical Registration
- Arizona Department of Weights and Measures
- and many more

